

COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

RESPONSE OF BAY STATE GAS COMPANY TO THE
SIXTH SET OF INFORMATION REQUESTS FROM THE D.T.E.
D.T.E. 03-10

Date: August 22, 2003

Respondent: Thomas Birmingham

DTE 6-1 Please provide the monthly SQ data for all SQ measures and reporting requirements including Telephone Answering (Emergency and Non-Emergency), Odor Call Response, and Staffing Levels for the period May 1, 2003 through August 15, 2003. Include any conditions under which the Company operated during 2003 that may have influenced the results the Company achieved and the initiatives the Company has implemented or plans to implement during 2003 to improve its performance.

RESPONSE: Please see DTE 6-1, Attachment 6-1-A for the requested monthly SQ data for all SQ measures and reporting requirements for the period January 1, 2003 through July 31.¹

Also, please see the Company's response to DTE 5-1, Attachment 5-1-A and Attachment 5-1-B for information regarding operational conditions during 2003 that may have influenced the Company's SQ results as well as a summary of initiatives the Company has implemented or plans to implement during 2003 to improve its service quality performance.

The Company notes that the positive, measurable effect of adding additional Customer Service Representatives (CSRs) in its Springfield Contact Center, as discussed in DTE 5-1, can now be seen in the Company's Contact Center performance for non-emergency calls. For example, as shown on Page 11 of 19 of Attachment DTE 6-1-A, the Company answered 89.6% of its calls within 30 seconds during the month of July 2003. These improved results demonstrate that the addition of 20 part-time CSRs since February 2003, 14 of who are now fully trained, is having a direct, positive benefit on Bay State's telephone service performance.

¹ The Company notes that the statistics provided in Attachment 6-1-A are preliminary, and that the August data is currently not available.